

# **TRICARE Fundamentals Course**

## **Module 4**


### **DEERS**

#### **Participant Guide**


#### **References**

DoD Directive 1341.1 and 1341.2

## Module Objectives




### Module Objectives




- Explain why DEERS registration is important
- List examples when a beneficiary's DEERS record needs to be updated
- Locate contact information when assistance is needed

## The Defense Enrollment Eligibility Reporting System (DEERS)



### DEERS



- What is DEERS?
- When to update DEERS records
  - Sponsor's responsibility
- Types of data in DEERS

**DEERS is:**

The Defense Enrollment Eligibility Reporting System:

- Developed in response to a congressional mandate to improve the control and distribution of available military health care services
- Serves as a centralized Department of Defense (DoD) repository of personnel information
- Provides a link between the personnel community and the Military Health System (MHS) via the Composite Health Care System (CHCS)
- Contains detailed personnel eligibility information for benefits and entitlements distributed to uniformed services members, retirees, certain foreign military members, DoD civilians, other personnel as directed by the DoD, and eligible family members
- Serves as the database of record for eligibility, enrollment, civilian PCM assignment, catastrophic cap, deductible, and enrollment fee totals
- Provides standardized TRICARE Prime enrollment cards
- Provides PCM change letters and disenrollment letters
- Requires beneficiaries' registration to establish TRICARE eligibility
- Requires beneficiaries' registration to receive care in military treatment facilities (MTFs)
- Requires beneficiaries' registration to have claims for civilian health care processed by TRICARE

Eligibility is determined by the uniformed services. Contact your nearest military personnel office if you have eligibility questions.

Remember that sponsors are responsible for registering their family members in DEERS and updating these records through the nearest military personnel office.

**When to Update DEERS**

Some of the common reasons for initial entry into DEERS include the following:

- Entering the military
- Gaining new family members through marriage, birth, or adoption.

Examples of sponsor's status changes that need a DEERS update:

- Activates
- Reenlists
- Separates
- Retires
- Becoming Medicare eligible at age 65
- Disability due to end stage renal disease or other physical or mental condition that designates a beneficiary as dual eligible (Medicare eligible)
- Moves/changes address

Common reasons to update DEERS for family members include the following:

- Marriage
- Divorce
- Birth
- Adoption
- Child enrolled as a full-time college student beyond 21st birthday but only until graduation or 23rd birthday, whichever comes first
- Death
- Moves/changes of address
- New contact information when a child goes away to college
- Enlistment of a child in the military

### DEERS Data

DEERS is a database of record for eligibility, enrollment, and claims processing. Types of data in DEERS include the following:

- Military sponsor's name
- Family members' names
- Residential address and telephone number
- Social Security Number
- Date of birth
- Sex
- Eligibility
- Program information (e.g., TRICARE Prime, pharmacy benefits)

### TRICARE Eligibility



The following is from the TRICARE Eligibility Fact Sheet

<b>Beneficiary Category</b>	<b>Description</b>
Active duty and retired service members	From any of the seven uniformed services—Army, Air Force, Navy, Marine Corps, Coast Guard, Public Health Service, or the National Oceanic & Atmospheric Administration
Spouses and unmarried children (including stepchildren) of active duty or retired service members <i>Note:</i> Stepchildren lose eligibility after a divorce unless adopted by the sponsor.	<ul style="list-style-type: none"> <li>○ They remain eligible even if parents divorce or remarry.</li> <li>○ Eligibility ends at age 21 unless the child is a full-time student (validation of student status required), then eligibility ends at age 23 or when the full-time student status ends.</li> <li>○ Eligibility may extend past age 21 if the child is incapable of self-support because of a mental or physical incapacity and the condition existed prior to age 21, or if the condition occurred between the ages of 21 and 23 while the child was a full-time student.</li> <li>○ Children of unmarried parents who are current or former service members or their spouses may be eligible under certain conditions.</li> <li>○ Children placed in the custody of a service member or former member, either by a court or by a recognized adoption agency, in anticipation of legal adoption by the member.</li> </ul>
Reserve Component members on active duty for more than 30 consecutive days under Federal orders	From any of the seven uniformed services Reserve Component Army, Air Force, Navy, Marine Corps, Coast Guard, Public Health Service, or the National Oceanic and Atmospheric Administration.
Spouses and unmarried children of Reserve Component members	<ul style="list-style-type: none"> <li>○ Covered while Reserve Component sponsor is on active duty for more than 30 consecutive days.</li> <li>○ Covered if Reserve sponsor was injured or dies during, or on the way to, or from active duty training for a period of 30 or days or less.</li> </ul>
Retired Reserve Component members and their family members	When a retired Reserve Component member is eligible for retirement pay (usually at age 60) the member and their eligible family members become TRICARE eligible.

Beneficiary Category	Description
Widows or widowers and unmarried children of deceased active duty or retired service members	<ul style="list-style-type: none"> <li>○ Are eligible as family members of deceased member if sponsor was serving or was ordered to active duty for more than 30 days at the time of death.</li> <li>○ Claims will be cost shared at the active duty family member rate for 3 years after death of active duty sponsor, and thereafter at the retiree rate.</li> <li>○ Widows or widowers remain eligible until they remarry (loss of benefits remain applicable even if remarriage ends in death or divorce).</li> <li>○ Children remain eligible until age 21, unless they meet the exceptions above.</li> </ul>
Medal of Honor recipients and their family members	Any service member who has been awarded the Medal of Honor, their eligible family members and widows are eligible for medical and dental benefits under TRICARE.
Certain eligible former spouses of active duty or retired service members	<ul style="list-style-type: none"> <li>○ Must not have remarried. (If they remarry, the loss of benefits remains applicable even if remarriage ends in death or divorce.)</li> <li>○ Starting Oct. 1, 2003, eligibility and medical records will be listed under the former spouse's own Social Security Number –not their sponsor's.</li> <li>○ Must not be covered by an employer-sponsored health plan</li> <li>○ Must not be the former spouse of a North Atlantic Treaty Organization (NATO) or "Partners for Peace" (PFP) nation member</li> <li>○ Must meet the requirements of one of the following three situations</li> </ul>
Situation 1	<ul style="list-style-type: none"> <li>○ Must have been married to the same member or former member for at least 20 years, and at least 20 of those years must have been creditable in determining the member's eligibility for retirement pay.</li> <li>○ If the date of the final decree of divorce or annulment was on or after Feb. 1, 1983, the former spouse is eligible for TRICARE coverage of health care that is received after the date of the divorce or annulment.</li> <li>○ If the date of the final decree is before Feb. 1, 1983, the former spouse is eligible for TRICARE coverage of health care received on or after Jan. 1, 1985.</li> <li>○ Eligibility continues as long as the preceding requirements continue to be met.</li> </ul>

Beneficiary Category	Description
Situation 2	<ul style="list-style-type: none"> <li>○ Must have been married to the same military member or former member for at least 20 years, and at least 15—but fewer than 20—of those married years must have been creditable in determining the member’s eligibility for retirement pay.</li> <li>○ If the date of the final decree of divorce or annulment is before April 1, 1985, the former spouse is eligible only for care received on or after Jan. 1, 1985, or the date of the decree, whichever is later.</li> <li>○ Eligibility continues as long as the preceding requirements continue to be met. However, if the date of the final divorce decree or annulment is on or after</li> <li>○ April 1, 1985, but before Sept. 29, 1988, the former spouse is eligible for care received from the date of the decree until Dec. 31, 1988, or 2 years from the date of the decree, whichever is later.</li> </ul>
Situation 3	<ul style="list-style-type: none"> <li>○ Must have been married to the same military member or former member for at least 20 years, and at least 15—but fewer than 20—of those married years must have been creditable in determining the member’s eligibility for retirement pay.</li> <li>○ If the date of the final decree of divorce or annulment is on or after Sept. 29, 1988, the former spouse is eligible only for care received for 1 year from the date of the decree.</li> </ul>

### Unremarried Former Spouses

- Starting October 1, 2003, the Social Security Number (SSN) used to verify TRICARE eligibility in DEERS for unremarried former spouses is changing.
- DEERS will reflect TRICARE eligibility for these beneficiaries using the unremarried former spouse’s own SSN and not the former sponsor’s
- Health care information will be filed under the unremarried former spouse’s own SSN and name
- These beneficiaries will use their own name and SSN to schedule medical appointments and to file TRICARE claims
- After October 1, 2003, unremarried former spouses may contact or visit the nearest identification card issuing facility for questions or assistance
- For more information, review the frequently asked questions on the TRICARE Web site — [www.tricare.osd.mil](http://www.tricare.osd.mil)

### **Special Circumstances for TRICARE Eligibility**

Beneficiary counseling and assistance coordinators (BCACs) should direct beneficiaries who fall under any category below to the ID card issuing facility or unit personnel office about eligibility requirements for the following beneficiary categories:

- Certain family members of active duty service members who were discharged as a result of a court-martial conviction or separated for spouse or child abuse.
- Certain abused spouses, former spouses, and dependent children of service members who were eligible for retirement, but were revoked as a result of abuse of the spouse or child.
- Spouses and children of representatives of NATO and PFP nations that are signatories to the respective Status of Forces Agreements with the United States, while stationed in or passing through the United States on official business.
- These family members are eligible for outpatient benefits only.

### **How Data Get into DEERS**

Sources of official sponsor data include the following:

- Active duty service personnel centers
- Retiree pay centers
- Guard and Reserve personnel centers
- Academies
- U.S. Military Entrance Processing Stations (MEP)



## Sources of Official Sponsor Data



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- **Active Duty Service Personnel Centers**
- **Retiree Pay Centers**
- **Guard and Reserve Personnel Centers**
- **Academies**
- **Military Entrance Processing Stations**



## How to Update DEERS

### Several Ways to Send Address Changes to DEERS

- Send address changes to DEERS by e-mail. The DEERS e-mail address is [addrinfo@osd.pentagon.mil](mailto:addrinfo@osd.pentagon.mil). DEERS recommends the use of lowercase letters when typing the e-mail address.
  - Your e-mail should include the following:
    - (1) Sponsor's name and social security number,
    - (2) The address change you want to make,
    - (3) Names of other family members affected by the address change,
    - (4) Effective date of the address change, and
    - (5) Your area code and telephone number.
  - Other information, such as the addresses for geographically separated family members, will be processed if you provide it.
- An in-person request is done through the nearest uniformed services personnel office. To locate the nearest military ID card facility, visit [www.dmdc.osd.mil/rsl/](http://www.dmdc.osd.mil/rsl/).
- Call the Defense Manpower Data Center (DMDC) Support Office (DSO) at the toll-free number, (800) 538-9552.
- Fax the address changes to DEERS at (831) 655-8317.
- Mail the address change to the DSO, ATTN: COA, 400 Gigling Road, Seaside, California 93955-6771.
- Go on-line at [www.tricare.osd.mil/DEERSAddress/](http://www.tricare.osd.mil/DEERSAddress/).

## DMDC

The screenshot shows the Defense Manpower Data Center (DMDC) website. At the top, there is a header with the DMDC logo on the left and the TRICARE Management Activity logo on the right. The main title "Defense Manpower Data Center" is prominently displayed in red. Below the title, there is a section for "DEERS Address Login". On the left side of the login section, there is a "Privacy Act" link and a "DEERS Address" dropdown menu with a "Select" button. The main content area contains a disclaimer about the system's purpose and a warning about unauthorized use. Below the disclaimer is a "DEERS Address Login" form with fields for "ID#:" (with a radio button for "SSN" and a checkbox for "Foreign ID"), "Date of Birth:" (with dropdowns for "Month" (JAN), "Day", and "Year"), and "Last Name:". A "LOGIN" button is located at the bottom right of the form.

To update information other than an address, beneficiaries should contact the nearest uniformed services ID card facility. Additional documentation like the following may be required:

- Marriage certificate
- Birth certificate
- Death certificate
- DD Form 214, Certificate of Release or Discharge from Active Duty

### **Helpful Hints—Newborns**

The Department of Defense requires all TRICARE eligible beneficiaries, to include newborns, to be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS).

- Parents and legal guardians are encouraged to enroll their newborn infants in DEERS as soon as possible after birth.
  - A certificate of live birth issued by the hospital or birthing center and a DD Form 1172, Application for Uniformed Services Identification Card DEERS Enrollment signed by the sponsor is required to enroll the newborn in DEERS.
    - If the sponsor is not able to sign in person, the DD Form 1172 must be notarized.
  - A newborn is covered for 120 days after birth as a TRICARE Prime beneficiary, as long as one member of the family is already enrolled in TRICARE Prime or TRICARE Prime Remote for Active Duty Family Members Program.
  - By enrolling the newborn in DEERS, TRICARE eligibility is established for the newborn and the possibility of a claims denial due to non-enrollment is avoided.
  - Other benefits of enrolling the newborn in DEERS includes:
    - Drug interaction tests can be performed systematically before they receive a prescription.
    - Catastrophic cap and deductibles can be attached to the child's record.
  - Enrollment applications should be submitted by the 20th of the month to begin TRICARE Prime or TRICARE Prime Remote coverage starting the first day of the following month.

### **Reminder**

Any changes that impact the family members need to be reported to DEERS. For example, family status changes such as marriage, divorce, new child, age change from 64 to 65 years of age, and any dual eligible (Medicare eligible) category. Because DEERS enrollment is directly tied to eligibility, care can be denied if members are not properly enrolled in DEERS.

### **Where to Go for Help**

DEERS Beneficiary Telephone Center at: (800) 538-9552

## New DEERS

- The Defense Enrollment Eligibility Reporting System (DEERS) General Inquiry of DEERS (GIQD) Web application allows users to view beneficiary coverage information and update beneficiary addresses.
- Because GIQD is a Web-based application, it allows authorized users to access and update information using any Web browser e.g. Netscape and Internet Explorer.
- Most access will be through TRICARE Online.

## TRICARE Online



### Log On

The log on screen is displayed above. The user ID and initial password are provided by the site security manager (SSM).

*Note:* The user can attempt to log-on a maximum of three times. If the third attempt is unsuccessful, the password is suspended. The SSM must be contacted to reset the password for the user.

### Viewing and Modifying Information

The information screen displays data on the sponsor and family members as it pertains to:

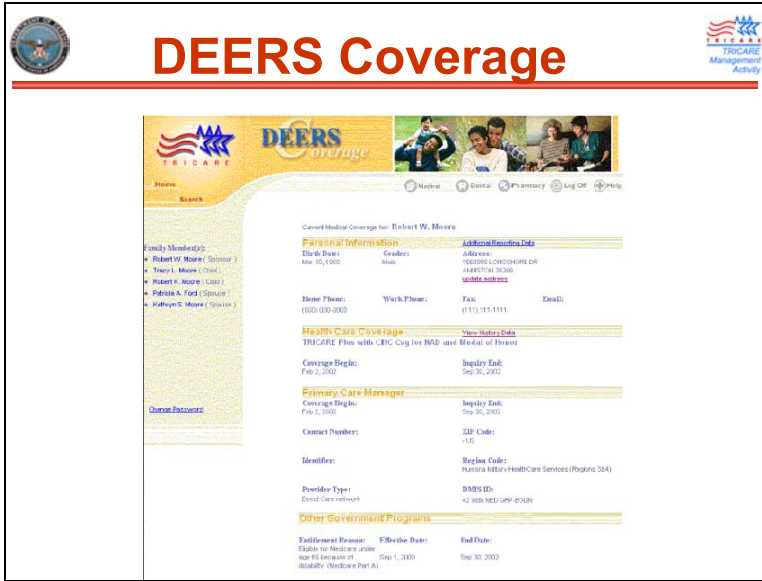
- The sponsor's or family member's person information
- Additional reporting information on each family member
- Coverage history on the sponsor or each family member
- Updating Address Information for the sponsor and family members

## Viewing Person Information

Users can view historical data on beneficiaries up to five years. The data on each beneficiary is organized in the following categories:

- Personal information
- Health Care Coverage information
- Primary Care Manager information
- Other government programs information

## DEERS Coverage



## Address Updates

A beneficiary's address may be updated via the Address Update utility. Users must be granted access to perform this function. The address update utility allows users to apply address changes to other members of the family.


## Customer Service Commentary

As members of a solid team, we should all look and listen for ways to improve every aspect of customer service, not just for customers that frequent our offices. The following questions will assist in improving customer service in your organization:


- Is the patient waiting area clean, neat, and organized?
- Is the waiting line at the pharmacy getting backed up?
- Is the screening room secure to prevent others from overhearing personal information?

We can make significant improvements by doing the “little things” to ensure our customer needs are being met. This is a daily task—I challenge each of you to do your part. You may be surprised at the outcome.

## Summary



### Module Objectives



- Explain why DEERS registration is important
- List examples when a beneficiary's DEERS record needs to be updated
- Locate contact information when assistance is needed